

OHCA Member Advisory Task Force “MATF”



Mission: To improve the SoonerCare Choice program by receiving input and feedback from members and their families

Co-Chairs:

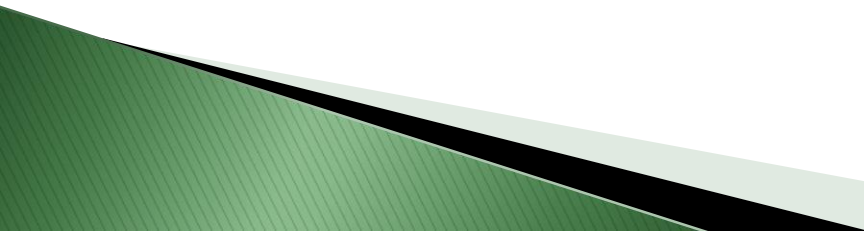
Wanda Felty, SoonerCare family member

Ed Long, OHCA

FY 2013 MATF Recommendation Outcomes:

- ▶ Member Handbook reduced in size by more than ½ using more family-friendly language and in English and Spanish
- ▶ Increase Member voice at OHCA Retreat by financial support
- ▶ Expansion of SoonerRide to siblings and well children when mother or sibling are ill
- ▶ MATF identified barriers to enrolling/renewing a child's SoonerCare
- ▶ Review of TEFRA process
- ▶ “Remember to Renew Magnets” for Members
- ▶ Various topics recommended provided in Member Newsletters
- ▶ Member Newsletters available on-line

FY 2014 MATF Topics to Discuss

- ▶ Define term “No-Show” and encourage adoption of definition determined by MATF.
 - ▶ Review findings from input by providers who track “No-Shows” to make recommendations to reduce rate.
 - ▶ Make recommendations to reduce stigma among providers and general population regarding membership in SoonerCare.
 - ▶ Promote on-line enrollment for ALL SoonerCare members.....ie-disability cases.
 - ▶ Make recommendations to improve communication between members and OHCA.
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SoonerCare Member Focus Groups

Goal:
Identify Barriers and
Opportunities to Increase the
Retention Rate of SoonerCare
Members That are Children

Member Recommendations Regarding Renewal:

- ▶ Robo-calling, text and email reminder system to notify members from one month to one week before renewal date
- ▶ Change look of envelope of letter that encourages renewal or use postcard to catch attention
- ▶ Encourage membership renewal through provider at time appointment is made or day of appointment
- ▶ Transition disability case enrollment and redetermination process to the OHCA electronic enrollment system
- ▶ Provide personal assistance during non-traditional hours to members first time they navigate the on-line system
- ▶ Pre-populate as much on-line information as possible

General Recommendations:

- ▶ Provide all forms/web-site in multiple languages
- ▶ Provide confirmation email when application has been submitted
- ▶ Communicate approval and how to get started (heard this a great deal on D Cases)
- ▶ Reduce paperwork and time and effort for TEFRA and all Disability cases
- ▶ Reduce negative stigma among DHS intake staff and other providers
- ▶ Reduce reading level of communication with members
- ▶ Allow access to seeing DME prior to ordering: AbleTECH access
- ▶ Simplify SoonerRide process

Missing Child Health Services

- ▶ Behavioral Health services and DHS access provided in Spanish
 - ▶ Regional access to diagnosis of Autism
 - ▶ Regional access to treatment and medication management of Autism and other behavioral health diagnoses
 - ▶ Lack of access to regional social/emotional services
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